

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant	: Kumar et al.	Art Unit	: 2174
Serial No.	: 10/804,320	Examiner	: Boris M. Pesin
Filed	: March 18, 2004	Conf. No.	: 7310
Title	: CUSTOMIZATION OF AN INTERACTION CENTER MANAGER'S GRAPHICAL DASHBOARD		

**Mail Stop Amendment**

Commissioner for Patents

P.O. Box 1450

Alexandria, VA 22313-1450

AMENDMENT IN REPLY TO ACTION OF JUNE 24, 2008

Please amend the above-identified application as follows:

**Amendments to the claims** begin on page 2.

**Remarks** begin on page 7.

**CERTIFICATE OF MAILING BY EFS-WEB FILING**

I hereby certify that this paper was filed with the United States Patent and Trademark Office using the EFS –WEB system on this date: October 20, 2008